

Customer Service Community Update

DHA Communications Division, Customer Service Support

Customer Service Community Update: July 25, 2014

Annual Customer Service Training

For years, we came together on an annual basis to meet one another, be trained on changes to the TRICARE benefit, and network to learn from each other. Though the annual training conference is on hold, we still have to meet objectives identified in DODI 6015.23. This includes providing annual Customer Service Training (reference 4.3.5 and 4.3.6).

So, on August 27, 2014, the Defense Health Agency (DHA) Communications Division / Customer Service Support (CSS) Team, along with the DHA Learning & Development Division (LDD), will host a customer service training session “online.” Speakers from LDD will give their spin on today’s trends on good customer service.

This session will be offered via Defense Connect Online (DCO) from 8:00–11:00am ET for overseas participants (based on registration) and from 1:00–4:00pm ET for stateside participants. So make plans to participate in what we’re sure will be another well-delivered training session.

To estimate the number of participants, take a moment to complete a short pre-registration form. Please note that this is NOT the official registration. We will send that out in the coming weeks.

<http://www.surveygizmo.com/s3/1742272/2014-Training-Session-Customer-Service>

We look forward to another successful Customer Service training session.

Laboratory Developed Tests (LDT) Demonstration

The new LDT Demonstration posted to the Federal Register on June 18, 2014. It sets up a process for TRICARE to assess non-FDA approved laboratory tests to see if the LDT’s should be covered under this demonstration authority and if there is a benefit to offer these tests to TRICARE beneficiaries. The Demonstration also extends coverage for prenatal and preconception cystic fibrosis carrier screening when provided in accordance with the American College of Obstetricians and Gynecologists guidelines. Coverage isn’t available until the policy is finalized and a contract modification is in place.

Once policy is finalized, we’ll provide a list of covered LDTs. The demonstration is retroactive back to January 1, 2013, allowing any beneficiary who paid out-of-pocket for covered tests to file for reimbursement.

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The New Comprehensive TRICARE Autism Care Demonstration

The new Comprehensive TRICARE Autism Care Demonstration (ACD) begins today, July 25, 2014. This new program brings together the benefits and policies for Applied Behavior Analysis (ABA) under the TRICARE Basic Program, ABA Pilot and the Extended Care Health Option (ECHO) Autism Demonstration into a single ABA benefit program for all TRICARE beneficiaries with Autism Spectrum Disorder (ASD).

Beginning today, beneficiaries receiving ABA under any of the three TRICARE programs begin a seamless transition to the ACD, with all being transitioned by December 31, 2014. To help better understand this new demonstration, we've posted ACD Q&As on the Source Documents page of the Customer Service Community website.

TRICARE Mental Health Benefit

To provide access to more mental health providers, TRICARE has increased the type of qualified mental health counselors beneficiaries now have the option to get services:

- TRICARE Certified Mental Health Counselor (TCMHC), and
- Supervised Mental Health Counselor (SMHC)

TCMHC's can independently provide mental services but must have a master's degree from a mental health counseling program accredited by the Council for Accreditation of Counseling and Related Education Program (CACREP) to practice independently. They also must pass the National Clinical Mental Health Counseling Examination (NCMHCE). The SMHC can only practice under the referral and supervision of TRICARE-authorized providers.

While the referral and authorization requirements for mental health services remain the same, beneficiaries shouldn't be affected by this change and can continue to get treatment from their existing mental health provider. SMHCs continue to be available to beneficiaries. For more information on mental health, beneficiaries can go to www.tricare.mil/mentalhealth.

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Newborn Prime Enrollment Policy

In our most recent TRICARE Updates training, a question came up regarding newborn Prime enrollment policy. According to the TRICARE Policy Manual, Chapter 10, Section 3.1:

In cases of a change in status from single to family based on the birth or adoption of a child, the newborn or adoptee will be deemed to be enrolled in Prime as of the day of birth or adoption. A responsible representative has 60 days to officially enroll the child to the Prime option. If the newborn or adoptee is formally enrolled in Prime within the 60 day period, the date of enrollment will be the first of the month following the date of birth or adoption. (The 20th of the month enrollment rule is waived, if necessary.)

Consider the following examples:

- If a stateside Prime beneficiary has a child on March 10 and submits the enrollment form on March 25, the date of enrollment would be April 1.
- If a stateside Prime beneficiary has a child on March 10 and submits the enrollment form on May 5, the date of enrollment would still be April 1.

Claims Form

A new [CMS-1500 form](#) is out and stateside providers should already be using them. Overseas providers will be required to use the new form starting September 1, 2014. Customer Service Community members overseas, we suggest you check the [form](#) out so you can explain it easily to providers.

That's it for this edition of the Customer Service Community Update! Please e-mail us at BCACDCAO@tma.osd.mil with any questions. As always, "Don't just have a good day; make it a great TRICARE day!"

At the time of posting, this information is current, but must be read in light of governing statutes and regulations. It's important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. For the most recent information, visit www.tricare.mil.